

Departmental Quarterly Performance Report

Department Name: Library

Reporting Period: 4th Quarter FY 02/03



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**Reporting Period:
FY 2002-2003
4th Quarter**

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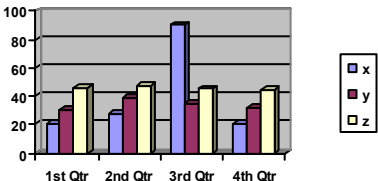
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MAJOR PERFORMANCE INITIATIVES

Describe Key Initiatives and Status Check all that apply

<p>County Mgr. Priority (Circle One): <i>People</i> <i>Service</i> <i>Technology</i> <i>Fiscal Responsibility</i></p> <p><i>Describe initiative and provide status update</i> <i>Insert associated performance measures, if applicable, e.g.</i></p>  <table border="1"> <caption>Performance Measures Data</caption> <thead> <tr> <th>Quarter</th> <th>x</th> <th>y</th> <th>z</th> </tr> </thead> <tbody> <tr> <td>1st Qtr</td> <td>20</td> <td>30</td> <td>45</td> </tr> <tr> <td>2nd Qtr</td> <td>30</td> <td>40</td> <td>50</td> </tr> <tr> <td>3rd Qtr</td> <td>90</td> <td>40</td> <td>45</td> </tr> <tr> <td>4th Qtr</td> <td>20</td> <td>35</td> <td>45</td> </tr> </tbody> </table>	Quarter	x	y	z	1st Qtr	20	30	45	2nd Qtr	30	40	50	3rd Qtr	90	40	45	4th Qtr	20	35	45	<p><input type="checkbox"/> Strategic Plan</p> <p><input type="checkbox"/> Business Plan</p> <p><input type="checkbox"/> Budgeted</p> <p><input type="checkbox"/> Priorities</p> <p><input type="checkbox"/> Customer Service</p> <p><input type="checkbox"/> ECC Project</p> <p><input type="checkbox"/> Workforce Dev.</p> <p><input type="checkbox"/> Audit Response</p> <p><input type="checkbox"/> Other _____ (Describe)</p>
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<p>County Mgr. Priority (Circle One): <i>People</i> <u>Service</u> <i>Technology</i> <i>Fiscal Responsibility</i></p> <p>On July 7, Mayor Penelas formally inaugurated a newly expanded branch located in the Doral Isles Shopping Center, 10785 N. W. 58 Street. The new library tripled its size to respond to the increasing informational needs in the Doral community. Improvements at the new Doral Branch include brand new furnishings and shelving, new Young Adults and Adult sections, and eight additional computer stations.</p>	<p><input checked="" type="checkbox"/> Strategic Plan</p> <p><input checked="" type="checkbox"/> Business Plan</p> <p><input type="checkbox"/> Budgeted</p> <p><input type="checkbox"/> Priorities</p> <p><input checked="" type="checkbox"/> Customer Service</p> <p><input type="checkbox"/> ECC Project</p> <p><input type="checkbox"/> Workforce Dev.</p> <p><input type="checkbox"/> Audit Response</p> <p><input type="checkbox"/> Other _____ (Describe)</p>																				
<p>County Mgr. Priority (Circle One): <i>People</i> <u>Service</u> <i>Technology</i> <i>Fiscal Responsibility</i></p> <p>On September 8, Mayor Penelas, Commissioner Joe Martinez, and Assistant County Manager Alina Tejeda-Hudak inaugurated the Lakes of the Meadows Branch in the Shops of the Meadows, 4284 S. W. 152 Avenue. The new 3,400 sq. ft. branch will provide a full range of services.</p>	<p><input checked="" type="checkbox"/> Strategic Plan</p> <p><input checked="" type="checkbox"/> Business Plan</p> <p><input type="checkbox"/> Budgeted</p> <p><input type="checkbox"/> Priorities</p> <p><input checked="" type="checkbox"/> Customer Service</p> <p><input type="checkbox"/> ECC Project</p> <p><input type="checkbox"/> Workforce Dev.</p> <p><input type="checkbox"/> Audit Response</p> <p><input type="checkbox"/> Other _____ (Describe)</p>																				

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<p>County Mgr. Priority (Circle One): <i>People</i> <u>Service</u> <i>Technology</i> <i>Fiscal Responsibility</i></p> <p>A 2.3 acre tract of land was purchased in Northeast Miami to construct a 7,500 sq. ft. Library in Spring 2004.</p>	<p><u>X</u> <i>Strategic Plan</i> <u>X</u> <i>Business Plan</i> ___ <i>Budgeted</i> <i>Priorities</i> <u>X</u> <i>Customer Service</i> ___ <i>ECC Project</i> ___ <i>Workforce Dev.</i> ___ <i>Audit Response</i> ___ <i>Other</i> _____ (Describe)</p>
<p>County Mgr. Priority (Circle One): <i>People</i> <u>Service</u> <i>Technology</i> <i>Fiscal Responsibility</i></p> <p>Construction documents for the build out of the Concord Mini Library were completed.</p>	<p><u>X</u> <i>Strategic Plan</i> <u>X</u> <i>Business Plan</i> ___ <i>Budgeted</i> <i>Priorities</i> <u>X</u> <i>Customer Service</i> ___ <i>ECC Project</i> ___ <i>Workforce Dev.</i> ___ <i>Audit Response</i> ___ <i>Other</i> _____ (Describe)</p>
<p>County Mgr. Priority (Circle One): <i>People</i> <i>Service</i> <i>Technology</i> <u>Fiscal Responsibility</u></p> <p>The Friends of the Library held a Board meeting on September 18, 2003. A committee was formed to focus on marketing objectives in relationship to instituting a Friends membership campaign in 2004. Several members of the Friends Marketing Committee interviewed Library Director Raymond Santiago on September 22nd to discuss the role of the Friends support for the Library System. Volunteers met weekly July through September at the Main Library to sort books for the next Friends' annual book sale that is scheduled for October 16-19, 2003.</p>	<p><u>X</u> <i>Strategic Plan</i> <u>X</u> <i>Business Plan</i> ___ <i>Budgeted</i> <i>Priorities</i> ___ <i>Customer Service</i> ___ <i>ECC Project</i> ___ <i>Workforce Dev.</i> ___ <i>Audit Response</i> ___ <i>Other</i> _____ (Describe)</p>
<p>County Mgr. Priority (Circle One): <i>People</i> <i>Service</i> <i>Technology</i> <u>Fiscal Responsibility</u></p> <p>The Miami-Dade Public Library Foundation board increased its membership by two, adding Jesus Diaz, Jr., General Manager of the Miami Herald and Ray Casas, senior partner Wragg & Casas Public Relations.</p>	<p><u>X</u> <i>Strategic Plan</i> <u>X</u> <i>Business Plan</i> ___ <i>Budgeted</i> <i>Priorities</i> ___ <i>Customer Service</i> ___ <i>ECC Project</i> ___ <i>Workforce Dev.</i> ___ <i>Audit Response</i> ___ <i>Other</i> _____ (Describe)</p>

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<p>County Mgr. Priority (Circle One): <i>People</i> <u><i>Service</i></u> <i>Technology</i> <u><i>Fiscal Responsibility</i></u></p> <p>Community partnerships are being developed with Books and Books and Barnes & Noble in support of library programming. Library Director Raymond Santiago was the featured speaker at the Coral Gables Cultural Affairs Council meeting on September 25th.</p>	<p><u>X</u> <i>Strategic Plan</i> <u>X</u> <i>Business Plan</i> ___ <i>Budgeted</i> <i>Priorities</i> ___ <i>Customer Service</i> ___ <i>ECC Project</i> ___ <i>Workforce Dev.</i> ___ <i>Audit Response</i> ___ <i>Other</i> _____ (Describe)</p>
<p>County Mgr. Priority (Circle One): <i>People</i> <i>Service</i> <i>Technology</i> <u><i>Fiscal Responsibility</i></u></p> <p>Library Director Raymond Santiago met with Florida Secretary of State Glenda Hood and State Librarian Judith Ring in Tallahassee on August 19th to discuss upcoming library issues. Mr. Santiago attended the State's Strategic Planning Forum on September 4th in Deerfield Beach. He was asked to speak about the economic impact of libraries. On September 17th, Mr. Santiago met with the President of Uruguay, the Ambassador to Uruguay, and the Florida Secretary of State at the Main Library. The occasion was the opening of a Uruguayan art exhibit at the library. Speeches pointed out how libraries are so important as focal points for both cultural and business alliances. Library Director Raymond Santiago and his Executive Assistant, Lainey Brooks, held a workshop on September 22nd to educate Library's Advisory, Friends and Foundation Boards' new members about the Library...its mission, core services, operations and vision.</p>	<p><u>X</u> <i>Strategic Plan</i> <u>X</u> <i>Business Plan</i> ___ <i>Budgeted</i> <i>Priorities</i> ___ <i>Customer Service</i> ___ <i>ECC Project</i> ___ <i>Workforce Dev.</i> ___ <i>Audit Response</i> ___ <i>Other</i> _____ (Describe)</p>
<p>County Mgr. Priority (Circle One): <i>People</i> <i>Service</i> <i>Technology</i> <u><i>Fiscal Responsibility</i></u></p> <p>Private and corporate funding was secured for the 2003 Ben Guilford II Memorial Scholarship for awards and a reception. Five scholarships of \$900 each were awarded at a reception held at the Coral Gables Branch Library on September 19, 2003. The Friends of the Library was awarded a \$1,500 grant from the Key Biscayne Rotary Foundation in support of the Key Biscayne Branch Library's cultural programming. The Friends of the Library was awarded a Park Programming, Improvements and Library Information Access Services grant from the County in the amount of \$8,900 in support of the 2004 Summer Reading Program. The Friends of the Library was awarded a grant of \$5,000 from Miami-Dade Cultural Affairs in support of its Hispanic Heritage Celebration to be held in October 2003. The Friends of the Library is a partner with FIU on a literacy project, titled Enlace. This project is held at the West Dade Regional Library and is targeted to teens mentoring teens. The partnership is for 2003-2004. The grant reimburses the library up to \$5,000 for the facilitator, materials, and supplies.</p>	<p><u>X</u> <i>Strategic Plan</i> <u>X</u> <i>Business Plan</i> ___ <i>Budgeted</i> <i>Priorities</i> ___ <i>Customer Service</i> ___ <i>ECC Project</i> ___ <i>Workforce Dev.</i> ___ <i>Audit Response</i> ___ <i>Other</i> _____ (Describe)</p>

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<p>County Mgr. Priority (Circle One): People <u>Service</u> Technology Fiscal Responsibility</p> <p>This Quarter included the Summer Reading Program, <i>Be a Bookasaurus</i>, <i>Discover Lost Worlds</i>. Children under the age of 18 signed up to read for eight hours a week. Even tiny tots participated by having their parents read to them. Logs were kept. Weekly drawings were held based on the logs. There were three grand prizes awarded at the end of the summer. But the biggest prize of all was that thousands of Miami-Dade County children came to their neighborhood public libraries and got excited about books and reading. A variety of programs were held to complement the reading series. Banned Books Week was also celebrated in September with some special book displays. The exhibition theme for the summer was food and eating. Chef Norman Van Aken came to the Main Library for a signing and tasting during the invitational group exhibition <i>Bubble, Bubble, Boil and Trouble</i> and the exhibition of <i>Bon Appetit!</i>, selections from the personal collections of some of Miami's star chefs. Other food exhibitions included selections from the Library's Permanent Collection and an exhibition, <i>String Beans: the color photography of Francisco Olazabal</i>. In September at the Main Library, the Library System with the Consulate of Uruguay and the Embassy of Uruguay hosted an exhibition of Uruguayan artists with a reception for the President of Uruguay and Florida Secretary of State Glenda Hood</p>	<p><input checked="" type="checkbox"/> Strategic Plan <input checked="" type="checkbox"/> Business Plan <input type="checkbox"/> Budgeted Priorities <input checked="" type="checkbox"/> Customer Service <input type="checkbox"/> Workforce Dev. <input type="checkbox"/> ECC Project <input type="checkbox"/> Audit Response Other _____ (Describe)</p>
<p>County Mgr. Priority (Circle One): People <u>Service</u> Technology Fiscal Responsibility</p> <p>The Department conducted its annual exit survey. This year the questions were changed and are intended to establish a benchmark for the FY 03/04 Performance Measures. The Library rated extremely high, with 97% of patrons surveyed either satisfied or extremely satisfied with the Library overall (copy of survey attached).</p>	<p><input checked="" type="checkbox"/> Strategic Plan <input checked="" type="checkbox"/> Business Plan <input type="checkbox"/> Budgeted Priorities <input checked="" type="checkbox"/> Customer Service <input type="checkbox"/> Workforce Dev. <input type="checkbox"/> ECC Project <input type="checkbox"/> Audit Response Other _____ (Describe)</p>
<p>County Mgr. Priority (Circle One): People <u>Service</u> Technology Fiscal Responsibility</p> <p>287 training sessions for staff have been conducted on a variety of work related topics this quarter.</p> <p>139 training sessions for the public have been conducted on using electronic library resources..</p>	<p><input checked="" type="checkbox"/> Strategic Plan <input checked="" type="checkbox"/> Business Plan <input type="checkbox"/> Budgeted Priorities <input checked="" type="checkbox"/> Customer Service <input type="checkbox"/> Workforce Dev. <input type="checkbox"/> ECC Project <input type="checkbox"/> Audit Response Other _____ (Describe)</p>

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PERSONNEL SUMMARY

A. Filled/Vacancy Report

			As of	As of	As of	As of				
			12/31/02	3/31/03	6/30/03	9/30/03				
NUMBER OF FULL-TIME POSITIONS*	Filled as of September 30 of Prior Year	Current Year Budget	Actual Number of Filled and Vacant positions at the end of each quarter							
			Quarter 1		Quarter 2		Quarter 3		Quarter 4	
			Filled	Vacant	Filled	Vacant	Filled	Vacant	Filled	Vacant
	441	511	437	74	441	70	459	52	467	44

* Public Safety Departments should report the sworn versus non-sworn personnel separately and Departments with significant part-time, temporary or seasonal help should report these separately.

Notes: The amount does not include the number of positions requested for deletion nor the proposed additional positions.

B. Key Vacancies

C. Turnover Issues

D. Skill/Hiring Issues

E. Part-time, Temporary and Seasonal Personnel (Including the number of temporaries long-term with the Department)

F. Other Issues A significant number of employees were hired after June 1st.

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Financial Summary

(All Dollars in Thousands)

	PRIOR YEAR	Total Annual Budget	Quarter (4)		Year-to-date			
			Budget	Actual	Budget	Actual	\$ Variance	% of Annual Budget
	Actual							
Revenues								
Ad Valorem	40,685	47,996	11,999	1,923	47,996	48,149	153	100%
State Aid/ Federal Grants	3,237	2,200	550	-	2,200	2,937	737	134%
Book Trust	771	-	-	-	-	-	-	0%
Carry Over	2,595	1,439	360		1,439	2,021	582	140%
Carryover Capital		5,167	1,292		5,167	7,258	2,091	140%
Other	1,736	1,715	429	2,404	1,715	3,398	1,683	198%
Total	49,024	58,517	14,629	4,327	58,517	63,763		
Expense*								
Personnel	23,402	25,159	6,290	6,567	18,869	24,622	5,753	98%
Operating	15,392	16,082	4,021	6,863	12,062	18,684	6,623	116%
Capital **	901	17,276	4,319	1,124	12,957	2,063	(10,894)	12%
Total	39,695	58,517	14,629	14,554	43,888	45,369		
Note: (inkind salaries)	141							
Transfer Out (BT rpted as other op.)	771							

* Expenditure may be reported in by activity as contained in your budget or may be reported by category
(Personnel, Operating, Capital)

** includes Construction Expenditures for New Libraries as per Library Capital Plan.

Equity in Pooled cash (for Proprietary funds only)

Fund/ Subfund	Prior Year	Projected at Year-end as of			
		Quarter 1	Quarter 2	Quarter 3	Quarter 4
Library Operations 091	3,686	25,210	26,674	20,812	13,444
Library Non-Govt contribution 092	33	33	34	34	34
Library Grants 093	-	-	1,468	2,937	-
Library Capital Fund 094	7,258	6,986	6,619	5,559	4,609
Library Capital Fund 095					(706)
Library Book Trust 099	859	1	2	2	-
Library Construction 311					182
Total	11,836	32,230	34,797	29,344	17,563

1 - The majority of ad Valorem proceeds are collected in the first quarter

2 - Revenue receipts are not evenly realized throughout the fiscal year (State Aid, Reimbursement e rate)-In kind revenue (141,423) not reported

3 - Transfers from the Book Trust Fund occur during the fourth quarter of the fiscal year

4& 6 - Carryover considered collected in the first quarter of FY

5 - Other operating expenditures occur unevenly throughout the fiscal year (Charges for GSA Rent and G& A Reimb...).

6- Includes reserves for the new libraries (per capital plan)

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STATEMENT OF PROJECTION AND OUTLOOK

The Department projects to be within authorized budgeted expenditures and projects that available revenues will exceed expenses except as noted below:

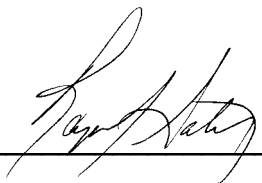
Notes and Issues:

(Summarize any concern or exception which will prohibit the Department from being within authorized budgeted expenditures and available revenues)

DEPARTMENT DIRECTOR REVIEW

The Department Director has reviewed this report in its entirety and agrees with all information presented including the statement of projection and outlook.

Raymond Santiago
Department Director



Date: October 30, 2003